



Ontario
Energy
Board | Commission
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BY EMAIL ONLY

October 21, 2021

To: All Licensed Electricity Distributors
All Licensed Unit Sub-Meter Providers
All Natural Gas Distributors

Re: Winding down the COVID-19 Energy Assistance Programs

By [letter](#) dated June 17, 2021, the Ontario Energy Board (OEB) notified licensed electricity distributors, unit sub-meter providers and gas distributors (collectively, Utilities) of the Ministry of Energy's confirmation that no additional funding would be provided for the COVID-19 Energy Assistance Program and the COVID-19 Energy Assistance Program – Small Business (collectively, CEAP). The Ministry of Energy also asked the OEB to take whatever prudent steps it considered necessary to manage CEAP to a conclusion. By [letter](#) dated July 5, 2021, the OEB provided notice that final funding amounts had been allocated to certain Utilities reporting the greatest need and affirmed all CEAP funds had been allocated.

The OEB has received confirmation that all gas distributors have depleted all of their CEAP allocations and have ceased accepting applications for the programs. Based on the most recent reporting from electricity distributors, unit sub-meter providers (collectively, Electricity Utilities) and the Independent Electricity System Operator (IESO), the OEB understands that most Electricity Utilities have fully credited their CEAP allocations to customers and overall program funding has effectively been depleted.

In order to manage CEAP to a conclusion, the OEB has determined that remaining CEAP funds shall only be available to Electricity Utilities for claims made in the next scheduled IESO reimbursement period (November 2021). To allow sufficient time to submit a claim by the 4th business day for the settlement period (November 4, 2021), Electricity Utilities with remaining allocations are instructed to cease accepting applications after October 25, 2021, and to remove CEAP application forms from their websites after this day. Reimbursement will not be available for CEAP credits provided to customers that are filed with the IESO after November 4, 2021, including any claims related to credits provided in prior months. The OEB has issued a corresponding letter advising the IESO to reimburse Electricity Utilities for any final eligible claims made

within the November settlement period, and to cease providing CEAP reimbursement once this period has concluded. The OEB intends to amend Electricity Utility and IESO licences to reflect the above requirements for winding down CEAP.

The OEB again wants to acknowledge the efforts of all Utilities in assisting their customers who have experienced challenges in paying their energy bills.

Any questions relating to this letter should be directed to the OEB's Industry Relations Enquiry email at IndustryRelations@oeb.ca. Please include "CEAP/CEAP-SB" in the subject line.

Yours truly,

Original Signed By

Brian Hewson
Vice-President, Consumer Protection and Industry Relations